

Benchmark Report for 4/1/2008 to 4/30/2008

Gs Team- Site Level

| Staff Name | Productivity | | | Retention | | | Key Measurements | | | | % Service Clients Buying |
|-------------------------|-----------------|--------------|----------------|--------------|--------------|------------------|------------------|---------------|---------------------|--------------------|--------------------------|
| | Potential Hours | Booked Hours | Percent Booked | All Clients | New Clients | Existing Clients | RPCT | SPST | % Clients Prebooked | % Clients Rebooked | |
| Body Chair | 0.00 | 0.00 | 0.00% | 0.00% | 0.00% | 0.00% | \$0.00 | \$0.00 | 0.00% | 0.00% | 0.00% |
| Category Totals: | 0.00 | 0.00 | 0.00% | 0.00% | 0.00% | 0.00% | \$0.00 | \$0.00 | 0.00% | 0.00% | 0.00% |

Design Team

| Staff Name | Productivity | | | Retention | | | Key Measurements | | | | % Service Clients Buying |
|-------------------------|-----------------|---------------|----------------|---------------|---------------|------------------|------------------|----------------|---------------------|--------------------|--------------------------|
| | Potential Hours | Booked Hours | Percent Booked | All Clients | New Clients | Existing Clients | RPCT | SPST | % Clients Prebooked | % Clients Rebooked | |
| [REDACTED] | 141.50 | 72.25 | 51.06% | 52.13% | 9.09% | 57.83% | \$9.72 | \$37.84 | 18.75% | 15.63% | 25.00% |
| [REDACTED] | 181.50 | 85.50 | 47.11% | 32.39% | 11.76% | 38.89% | \$11.68 | \$27.70 | 3.90% | 1.30% | 16.67% |
| [REDACTED] to | 51.25 | 8.00 | 15.61% | 27.27% | 0.00% | 27.27% | \$4.63 | \$45.50 | 25.00% | 12.50% | 25.00% |
| [REDACTED] | 179.00 | 99.00 | 55.31% | 48.35% | 44.44% | 48.78% | \$4.86 | \$28.84 | 5.79% | 4.96% | 12.30% |
| [REDACTED] | 166.50 | 95.00 | 57.06% | 56.94% | 7.14% | 62.31% | \$8.45 | \$43.52 | 25.19% | 20.61% | 19.86% |
| [REDACTED] | 192.75 | 134.42 | 69.74% | 65.33% | 18.18% | 68.09% | \$8.31 | \$45.56 | 37.50% | 28.98% | 25.13% |
| [REDACTED] | 219.00 | 134.00 | 61.19% | 55.06% | 25.00% | 57.53% | \$7.56 | \$45.55 | 11.73% | 7.41% | 18.33% |
| [REDACTED] | 172.00 | 81.50 | 47.38% | 51.55% | 20.00% | 55.17% | \$15.29 | \$38.53 | 10.19% | 4.63% | 31.53% |
| [REDACTED] (book) | 81.50 | 36.00 | 44.17% | 0.00% | 0.00% | 0.00% | \$0.98 | \$23.65 | 9.68% | 0.00% | 3.33% |
| [REDACTED] (training) | 96.25 | 28.75 | 29.87% | 25.00% | 0.00% | 29.63% | \$9.97 | \$6.67 | 20.00% | 10.00% | 0.00% |
| Category Totals: | 1481.25 | 774.42 | 52.28% | 53.07% | 16.85% | 57.05% | \$8.84 | \$39.07 | 17.83% | 12.93% | 20.63% |

Color Team

| Staff Name | Productivity | | | Retention | | | Key Measurements | | | | % Service Clients Buying |
|------------|-----------------|--------------|----------------|-------------|-------------|------------------|------------------|------|---------------------|--------------------|--------------------------|
| | Potential Hours | Booked Hours | Percent Booked | All Clients | New Clients | Existing Clients | RPCT | SPST | % Clients Prebooked | % Clients Rebooked | |

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|-------------------------|----------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|---------------|---------------|---------------|
| | 147.25 | 105.25 | 71.48% | 64.52% | 0.00% | 67.80% | \$7.67 | \$71.96 | 20.97% | 11.29% | 19.05% |
| | 197.00 | 83.25 | 42.26% | 20.83% | 20.00% | 21.05% | \$3.83 | \$44.82 | 6.67% | 2.22% | 10.87% |
| | 187.25 | 119.00 | 63.55% | 45.00% | 0.00% | 48.00% | \$4.41 | \$80.13 | 28.17% | 25.35% | 13.16% |
| | 187.25 | 126.25 | 67.42% | 59.09% | 100.00% | 58.62% | \$6.29 | \$72.62 | 21.05% | 15.79% | 20.78% |
| | 150.75 | 93.00 | 61.69% | 47.37% | 0.00% | 47.37% | \$12.82 | \$85.88 | 33.33% | 26.67% | 23.81% |
| Kayla Thompson | 198.50 | 133.25 | 67.13% | 54.00% | 33.33% | 56.82% | \$6.40 | \$56.13 | 6.33% | 5.06% | 12.94% |
| Category Totals: | 1068.00 | 660.00 | 61.80% | 51.80% | 20.00% | 53.67% | \$6.97 | \$69.41 | 19.59% | 14.76% | 16.83% |

Nail Team

| Staff Name | Productivity | | | Retention | | | Key Measurements | | | | % Service Clients Buying |
|-------------------------|-----------------|--------------|----------------|---------------|--------------|------------------|------------------|----------------|---------------------|--------------------|--------------------------|
| | Potential Hours | Booked Hours | Percent Booked | All Clients | New Clients | Existing Clients | RPCT | SPST | % Clients Prebooked | % Clients Rebooked | |
| | 110.25 | 58.00 | 52.61% | 28.81% | 0.00% | 32.69% | \$1.22 | \$45.27 | 11.29% | 1.61% | 4.55% |
| | 5.00 | 0.00 | 0.00% | 0.00% | 0.00% | 0.00% | \$0.00 | \$0.00 | 0.00% | 0.00% | 0.00% |
| Category Totals: | 115.25 | 58.00 | 50.33% | 28.81% | 0.00% | 32.69% | \$1.22 | \$45.27 | 11.29% | 1.61% | 4.55% |

Massage Team

| Staff Name | Productivity | | | Retention | | | Key Measurements | | | | % Service Clients Buying |
|-------------------------|-----------------|---------------|----------------|---------------|--------------|------------------|------------------|----------------|---------------------|--------------------|--------------------------|
| | Potential Hours | Booked Hours | Percent Booked | All Clients | New Clients | Existing Clients | RPCT | SPST | % Clients Prebooked | % Clients Rebooked | |
| | 89.00 | 22.00 | 24.72% | 25.00% | 0.00% | 28.57% | \$0.00 | \$54.83 | 5.56% | 5.56% | 0.00% |
| | 160.25 | 81.00 | 50.55% | 11.39% | 0.00% | 13.43% | \$4.28 | \$69.83 | 3.13% | 3.13% | 7.69% |
| | 83.50 | 34.50 | 41.32% | 47.06% | 0.00% | 50.00% | \$3.21 | \$61.84 | 26.92% | 19.23% | 3.57% |
| Category Totals: | 332.75 | 137.50 | 41.32% | 18.75% | 0.00% | 21.65% | \$3.33 | \$65.38 | 9.26% | 7.41% | 5.41% |

Esthetics Team

| Staff Name | Productivity | | | Retention | | | Key Measurements | | | | % Service Clients Buying |
|------------|-----------------|--------------|----------------|-------------|-------------|------------------|------------------|---------|---------------------|--------------------|--------------------------|
| | Potential Hours | Booked Hours | Percent Booked | All Clients | New Clients | Existing Clients | RPCT | SPST | % Clients Prebooked | % Clients Rebooked | |
| | 154.75 | 46.00 | 29.73% | 25.00% | 0.00% | 29.31% | \$10.12 | \$32.14 | 4.40% | 1.10% | 15.38% |
| | 136.50 | 68.00 | 49.82% | 51.22% | 16.67% | 52.53% | \$5.01 | \$33.15 | 35.88% | 20.61% | 10.49% |

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|-------------------------|-----------------|-----------------|---------------|---------------|---------------|---------------|---------------|----------------|---------------|---------------|---------------|
| Category Totals: | 291.25 | 114.00 | 39.14% | 43.53% | 6.25% | 46.30% | \$7.07 | \$32.76 | 22.97% | 12.61% | 12.39% |
| Store Totals: | 3,288.50 | 1,743.92 | 53.03% | 48.28% | 13.61% | 51.65% | \$7.61 | \$46.99 | 18.12% | 12.55% | 17.17% |